

## CLAIMS

What is claimed is:

- 1 1. In a computer system of networked computer(s) and printer(s), a help  
2 apparatus for printers, the help apparatus comprising:  
3 a) a printer; and  
4 b) a supplemental audio/video control device conformed to display  
5 audio/visual information concerning the functioning of said printer  
6 connected to said printer at said printer.
- 1 2. The apparatus of claim 1 wherein element b) is conformed to display  
2 prerecorded videos.
- 1 3. The apparatus of claim 1 wherein element b) is conformed to receive  
2 dynamic content for display.
- 1 4. The apparatus of claim 1 wherein element b) is conformed to conduct  
2 video conferences.
- 1 5. The apparatus of claim 1 wherein element b) is conformed to display  
2 prerecorded videos, to receive dynamic content for display and to conduct  
3 video conferences.
- 1 6. The apparatus of claim 1 further comprising at least one computer  
2 connected to said printer by a network.
- 1 7. The apparatus of claim 6 wherein said network comprises the Internet  
2 network.
- 1 8. The apparatus of claim 6 wherein said network comprises an intranet  
2 network.

- 1 9. The apparatus of claim 1 wherein element a) comprises more than one  
2 printer.
- 1 10. In a computer system of a plurality of networked computers and at least  
2 one distributed printer, a supplemental help apparatus for assisting in the  
3 operation of said at least one printer, the apparatus comprising:  
4 a) a plurality of computers;  
5 b) a network connected to said computers;  
6 c) at least one distributed printer connected to said network; and  
7 d) a supplemental audio/visual control means for displaying  
8 audio/visual information concerning the functioning of said at least  
9 one distributed printer connected to said at least one distributed  
10 printer at said at least one distributed printer.
- 1 11. The apparatus of claim 10 wherein element b) comprises the Internet  
2 network.
- 1 12. The apparatus of claim 10 wherein element c) comprises more than one  
2 printer.
- 1 13. The apparatus of claim 10 wherein element d) is conformed to play  
2 prerecorded videos, to receive dynamic content for display, and to conduct  
3 video conferences.
- 1 14. In a computer system of networked computers and at least one distributed  
2 printer, a method of controlling the functioning of the at least one  
3 distributed printer, the method comprising the steps of:  
4 a) providing at least one distributed printer;  
5 b) connecting a supplemental audio/visual control means for displaying  
6 audio/visual information concerning the functioning of said at least  
7 one distributed printer to said at least one distributed printer at said  
8 at least one distributed printer;

- 9 c) receiving functioning information by said supplemental audio/visual  
10 control means from said at least one distributed printer concerning  
11 the functioning of said at least one distributed printer; and  
12 d) providing a user of said at least one distributed printer, by said  
13 supplemental audio/visual control means, with a selection of  
14 audio/visual information from which to choose in responding to said  
15 functioning information.

1 15. The method of claim 14 further comprising the step of connecting said  
2 distributed printer to a network.

1 16. The method of claim 15 wherein the step of connecting to a network  
2 comprises the step of connecting to the Internet network.

1 17. The method of claim 14 wherein step a) comprises the step of connecting  
2 more than one distributed printer to the network.

1 18. The method of claim 14 wherein step b) further comprises the step of  
2 conforming said supplemental audio/ visual control means to display  
3 prerecorded videos, to receive dynamic content for display and to conduct  
4 video conferences.

1 19. In a system of at least one distributed printer, a computer program product  
2 for providing user help in the functioning of said at least one distributed  
3 printer, the computer program product comprising:

- 4 a) instructions for a supplemental audio/visual control, connected to  
5 said at least one distributed printer at said at least one distributed  
6 printer, such that said supplemental audio/visual control is  
7 conformed to display audio/visual information concerning the  
8 functioning of said at least one distributed printer.

1 20. The computer program product of claim 19 further comprising instructions  
2 for said supplemental audio/visual control such that said supplemental  
3 audio/visual control is conformed to display prerecorded videos, to receive  
4 dynamic content for display and to conduct video conferences.

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